



# ADMINISTRATIVE MANUAL

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## WORKFORCE RULES AND EXPECTATIONS

### I. PURPOSE:

To establish a general policy of conduct and behavior for all Department employees.

### II. SCOPE:

Departmentwide.

### III. POLICY:

Employees shall conduct the business of the Department in a manner which inspires public confidence, trust and full accountability.

A. General Expectations. (Most of the information referenced in this policy is more specifically covered in other policies in this manual.)

1. Employees shall avoid any interest or activity which improperly influences, or gives the appearance of improperly influencing, the conduct of their official duties. Refer to Policy 11.11 (Conflict of Interest).
2. Employees shall act impartially and neither dispense nor accept special favor or privileges which might be construed to improperly influence the performance of their official duties. Refer to Policy 11.11 (Conflict of Interest).
3. Employees shall not allow political participation or affiliation to improperly influence the performance of their duties to the public. Refer to Policy 11.8 (Political Activity).
4. Employees shall not engage in business with state government, hold financial interests, or engage in outside employment when such actions are inconsistent with the conscientious performance of their official duties. Refer to Policy 11.7 (Outside Employment) and Policy 11.11 (Conflict of Interest).
5. Employees are prohibited from possessing, using, manufacturing, distributing and dispensing alcoholic beverages and controlled substances while on state-owned or operated premises, in state vehicles, or while working in their official capacities.



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Legally obtained prescription medication is allowed on state premises. Refer to Policy 11.9 (Drug-Free Workplace).

6. Employees are strictly prohibited from carrying lethal weapons during working hours or while on official Department business. This includes carrying such weapons on one's person or transporting weapons in any vehicle used for official state business. Lethal weapons are defined as firearms or any other weapon readily capable of lethal use. Refer to Policy 11.16 (Workplace Protection and Conduct).
  7. Employees are required to comply with the Smoking and Tobacco Use Policy. Employees may smoke or use smokeless tobacco only in designated areas away from public entrances of Department facilities. When traveling on official state business in a state-owned or leased vehicle, smoking and use of smokeless tobacco are prohibited. When visiting a client in their home, smoking and use of smokeless tobacco are prohibited. Refer to Policy 11.10 (Smoking and Tobacco Use).
  8. Employees of the state are expected to comply with the statutes of Missouri at all times.
  9. Employees are prohibited from engaging in certain types of political activity. Refer to Policy 11.8 (Political Activity).
- B. Employees shall conduct themselves in scrupulous compliance with applicable federal, state and local law.
1. Employees are expected to comply with all Department safety and health requirements. Refer to policies 11.9 (Drug-Free Workplace); 11.16 (Workplace Protection and Conduct); 11.26 (Proper Disposal of Used Medical Supplies); 21.5 (Building Policy); and 30.18 (Employee Safety Committee).
  2. Employees are required to report all felony and/or misdemeanor convictions other than routine traffic and parking violations to management. Management must then notify the Office of Personnel. Also Refer to Policy 11.9 (Drug-Free Workplace).
- C. Equipment, material and supplies purchased with public funds are intended for the performance of public purposes only. Personal use is strictly prohibited.
1. Employees shall use and maintain state equipment, materials and supplies in an efficient manner which will conserve future usefulness. Employees shall use state



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equipment, materials and supplies solely for purposes related to the performance of states business. This includes supplies such as stationery, photocopy machines, typewriters, video equipment, facsimile machines, computers, postage machines and telephones. Refer to policies 11.1 (Use of Department Property) and 11.2 (Personal Telephone Calls).

2. The Department is not responsible for the loss or theft of personal belongings on state premises. Therefore, employees are advised not to carry large amounts of cash or other valuables with them when they come to work. Employees are responsible for reporting promptly to supervisors the loss or theft of Department property, including, but not limited to: keys, credit cards and state ID cards. Return of all Department property upon termination of employment is required. Refer to Policy 13.2 (Return of Department Property).
- D. The work of this Department will be conducted with respect, concern and courtesy toward clients, co-workers and the general public.
1. Employees shall approach their duties with a positive attitude and constructively support open communication, dedication and compassion.
  2. Employees shall approach their duties with courtesy toward clients, co-workers, patients, inmates and the general public, recognizing the diverse background, characteristics and beliefs of all those with whom they conduct state business.
  3. Employees shall not yell at, threaten, harass, or intimidate those with whom they are conducting their business. Fighting, assaulting, threatening or intimidating fellow employees, customers or providers is strictly prohibited. Refer to policies 11.16 (Workplace Protection and Conduct) and 12.3 (Sexual and Other Harassment).
  4. The use of profanity, abusive or threatening language and/or racial and ethnic slurs is strictly prohibited. Refer to policies 11.16 (Workplace Protection and Conduct); 12.3 (Sexual and Other Harassment); and 10.4 (Disciplinary Action).
  5. The Department recognizes that the personal appearance of its employees has an impact on the general impression given to the public. Therefore, all employees are expected to dress in a manner appropriate to the specific job duties they perform. All employees are required to wear clothing that is clean and well maintained and are expected to observe good grooming and personal hygiene practices. For further information, refer to Policy 11.3 (Work Attire).



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6. The Department will, within reason, accommodate employees in their religious practices. However, employees are not permitted to engage in any religious activity or practice in any office/facility, which would be disruptive to customers, providers, or other employees. Refer to Policy 15.2 (Religious Accommodations).
  7. Employees shall not engage in any form of illegal harassment or discrimination in the workplace, including on the basis of race, color, religion, national origin, ancestry, sex, age, or disability. Refer to Policy 12.3 (Sexual and Other Harassment).
  8. Employees, in connection with the performance of their duties, shall not seek sexual favors from a client, co-worker, patient, inmate or member of the public. Also Refer to policies 11.11 (Conflict of Interest) and 12.3 (Sexual and Other Harassment).
  9. Employees must report to management any suspected unethical or illegal conduct by fellow employees, customers, or providers. Employees who are mandated reporters of child/elderly abuse must report such conduct.
- E. This policy shall provide guidance to the managers, supervisors, and employees of the Department in matters of employment-related conduct.
1. When questions arise in the application of this policy, the public interest will receive primary consideration in any resolution.
  2. Employees shall observe all conflict of interest provisions in law applicable to their agencies and positions of employment. Refer to Policy 11.11 (Conflict of Interest).
  3. Employees shall adhere to all laws providing equal opportunity to all citizens. Refer to Policy 3.1 (Nondiscrimination, Equal Employment Opportunity and Affirmative Action Policy).
  4. Employees shall perform their responsibilities as they are specified in law or other authority establishing those responsibilities.
  5. Employees must obtain and maintain any current license or certificate required by law or Department standards as a condition of employment. Employees required to be licensed must report to management any disciplinary action or sanction against their licenses. Refer to Policy 11.24 (Maintaining Professional Licenses).
  6. All Department employees are required to cooperate fully and truthfully in any investigation or inquiry conducted or assisted by the Office of Personnel, Office of



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General Counsel, the divisions, the centers, or any other part of management or supervision conducting an authorized investigation or inquiry.

- F. Financial compensation of state employment consists of only authorized salaries and fringe benefits.
1. Employees shall not use their public positions in a manner designed to create or result in personal gain. Refer to Policy 11.11 (Conflict of Interest).
  2. Employees shall not disclose confidential information gained by reason of their public positions, nor shall employees use such information for personal gain, benefit or motive. See policies 11.6 (Confidential Records and Information).
  3. The Department prohibits unauthorized solicitation of any kind on or within state premises by employees as well as outside individuals and groups. Refer to Policy 11.12 (Solicitation).
  4. Employees are prohibited from accepting gratuities for performing an act which the employee is expected to perform as part of the duties of his/her position. Accepting an honorarium for services which are not a part of, or could not reasonably be expected to be part of the employee's official Department duties, provided the employee is on approved annual leave, compensatory time, or leave without pay and provided there is no conflict of interest as determined by the Department Director or designee, is allowable. Requests to accept an honorarium should be submitted through administrative channels to the Department Director. See Policy 11.11 (Conflict of Interest).
  5. Employees are prohibited from engaging in any direct or indirect business dealings with clients, except as lawfully required in the course of their duties or in the context of being a customer as a purely personal matter. Refer to Policy 11.11 (Conflict of Interest).
- G. Employees owe the public the diligent application of their knowledge, skills and abilities for which they are compensated.
1. Employees shall not perform outside employment or other activities not appropriate during hours compensated for state employment and will use leave and other benefits provided by the state only for the purposes intended. Refer to policies 11.7 (Outside Employment) and 11.11 (Conflict of Interest).



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2. Employees shall carry out all lawful instructions of designated supervisors, and will report instructions not consistent with law to management.
3. Employees are expected to be attentive to their work responsibilities at all times during working hours (this does not include lunch or break periods). Loitering, loafing, horseplay, sleeping and engaging in practical jokes are considered violations of this rule.
4. Employees must perform assigned tasks efficiently, on a timely basis, and within established quality standards.
5. Employees are prohibited from falsifying or altering any work records or reports, including, but not limited to, employment applications, medical reports, time and attendance records, and expense accounts. Also refer to policies 5.12 (Background Checks); 11.6 (Confidential Records and Information); and 30.11 (Procedures for Dealing With and Reporting Possible Misconduct in Science).
6. Employees are expected to report for work when scheduled and to be at their workstation at the beginning of their shift. See policies 7.1 (Official Hours of Work) and 7.5 (Tardiness and Absenteeism).
7. Employees normally receive one rest period or "break" during each four-hour period of work, not to exceed fifteen minutes each, and are expected to return to their workstations promptly at the end of each break. Rest periods are not mandated by FLSA or any other state or federal law; therefore, supervisors may require employees work through their rest periods if the workload warrants it. Refer to policies 7.3 (Overtime); 7.1 (Official Hours of Work); and 7.5 (Tardiness and Absenteeism).
8. Employees normally receive a meal break near the middle of the workday and are expected to report back to their workstation promptly at the end of such meal break. Refer to Policies 7.3 (Overtime), 7.1 (Official Hours of Work) and 7.5 (Tardiness and Absenteeism).
9. Employees are expected to report for work during inclement weather except when offices are closed at the direction of the Governor, Department Director, or designee. When this occurs, all decisions regarding the closure of offices/facilities will be made based on the individual circumstances of the weather conditions at that point in time. Refer to Policy 8.13 (Inclement Weather).



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10. Employees should notify their supervisor, as far in advance as possible, whenever they are unable to report for work or know they will be late. Such notification should include a reason for the absence or tardiness and an indication of when the employee can be expected to report for work. Absences without notification and approval will result in disciplinary action except under extreme circumstances. Refer to Policies 7.1 (Official Hours of Work) and 7.5 (Tardiness and Absenteeism).
11. False or malicious gossip concerning fellow employees, supervisors, managers, providers or customers is strictly prohibited.
12. Employees shall not report to work in a physical or mental condition which is unsafe to the employee, others, or physical property; renders one incapable of performing job responsibilities, or creates an unfavorable public image. Such conditions may include, but are not limited to, some permanent or chronic physical or mental ailment or defect, which, after provisions of reasonable accommodation(s), prevents proper performance of the essential functions of the job.
13. Personal telephone calls from agency phones should be made only when absolutely necessary and limited to three minutes or less. Long distance calls of a personal nature should be made only in emergencies and must be billed to the employee's home telephone or charged collect or to a personal telephone calling credit card. If this is not possible, the employee must inform his/her supervisor in order to arrange for payment of the charges billed. See Policy 11.2 (Personal Telephone Calls).
14. Management has the right and responsibility to monitor the length and frequency of employees' work-related and personal phone calls to ensure appropriate utilization of work time and reduce Department expenses. See Policy 11.2 (Personal Telephone Calls).
15. Computer passwords are to be kept confidential. Employees shall not use another employee's password or access. Refer to Policy 24.5 (Acceptable Use of Electronic Communications).
16. Any Department employee who abuses electronic communications (e-mail) will be subject to disciplinary action up to and including dismissal. Refer to Policy 24.5 (Acceptable Use of Electronic Communications).



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- H. This policy is not intended to fully prescribe the proper conduct of employees and the failure to prohibit an employee action in this policy does not constitute approval of the action.
- I. This policy is intended as a supplement to the provisions in law which govern employee conduct, and in no instance does it decrease the requirements in law.
- J. Managers and supervisors are responsible for promoting and enforcing this policy of conduct among their employees.
- K. This policy is intended to provide guidance for employment-related conduct and is not intended to create any right or benefit enforceable by law.
- L. No manager or supervisor shall discharge, threaten or otherwise retaliate against an employee for reporting in good faith any violation of this policy.
- M. In applying this policy to specific situations, the standard to be used is that of a reasonable person having knowledge of the pertinent circumstances.

Prepared by:

Approved by:

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Chief, Office of Personnel

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Chief Operating Officer